

In the Claims:

~~Please amend claims 1, 7, 15, 23 and 33 as follows:~~

*11* 11. (Amended) A system for facilitating handling of a post-transactional dispute comprising:

- at least one access terminal having a display and an input means;
- a central server having an Internet web site stored thereon, said display capable of displaying a plurality of dispute handling forms retrieved from said server and said web site;
- a communication channel linking said terminal to said web site and said server to said web site; and
- a scanner coupled to said terminal, said scanner able to transform an image into computer readable format for transmission across said communication channel.

*A3* 17. (Amended) A method for handling a post-transactional dispute between an Issuer and an Acquirer via an Internet connection to which are coupled at least one access terminal, the method comprising the steps of:

- (a) accessing an Internet web site from said terminal, said web site linked to a server comprising a plurality of dispute handling forms stored thereon;
- (b) choosing one of said dispute handling forms;
- (c) responding to the requested field information on said form;
- (d) sending said form over said Internet connection to be routed by said server to a disputed party; and
- (e) repeating steps (a)-(d) for both the Issuer and the Acquirer.

15. (Amended) A method executed in a network computer system for facilitating handling of post-transactional disputes, the network computer system having a server and at least one access terminal, the method comprising the steps of:

- (a) accepting at said server a User ID and password from a first user at a first access terminal;
- (b) retrieving from said server a set of dispute handling forms which coincide with said User ID;
- (c) displaying said set of first user forms at said first access terminal;
- (d) receiving input entered on one of said first user forms at said first access terminal;
- (e) transmitting within said network said one of said first user forms to a second user in dispute with said first user;
- (f) notifying said second user at a second access terminal of said one of said first user forms;
- (g) accepting at said server a User ID and password from said second user at said second access terminal;
- (h) retrieving from said server a set of dispute handling forms which coincide with said second user User ID;
- (i) displaying said set of second user forms at said second access terminal;
- (j) receiving input entered on one of said second user forms at said second access terminal;
- (k) transmitting within said network said one of said second user forms to said first user;
- (l) notifying said first user at said first access terminal of said one of said second user forms; and
- (m) repeating steps (a)-(l) until all needed dispute handling forms have been transmitted.

23. (Amended) A computer-based method providing an Internet routing system for post-transactional dispute forms comprising the steps of:

at a first end-user site,

- (a) prompting an end-user for a User ID and password;
- (b) displaying a set of dispute handling forms in response to receiving said User ID;
- (c) collecting dispute-related data on said forms;
- (d) transmitting said dispute-related data on said forms to a central site for processing;

at said central site,

- (e) receiving said dispute-related data on said forms;
- (f) indexing said forms by said dispute-related data;
- (g) transmitting said forms to a second end-user site; and
- (h) making said forms available at said second end-user site for viewing and downloading.

33. (Amended) An Internet-based processing system for gathering and routing data for facilitating handling of a post-transactional credit dispute between credit Issuers and Acquirers, the system comprising:

a central server having Internet capabilities and a computer program stored thereon, wherein said program comprises a plurality of data entry fields with respect to said dispute;

at least two end-user terminals having a display device, an input device and Internet capabilities, one of said end-user terminals for an Issuer and a second end-user terminal for an Acquirer;

an Internet web site coupled via a communication link to said server and accessible by said end-user terminals, said terminals capable of viewing said plurality of data entry fields;

an index system which categorizes at least one of said data entry fields within said central server; and

a document scanning device coupled to at least one of said end-user terminals for transforming paper images into computer readable format.